USAccess Blue Top Newsletter

August 11, 2016   Volume 9, Issue 15

Upcoming Meetings and Trainings

User Group (UG)

- **Tuesday, August 16, 9:00am - 12:00pm**
- Location: GSA Central Office 1800 F St., NW Room 4143

Customer Advisory Board (CAB)

- **Tuesday, September 20, 9:30am - 12:00pm**
- Location: GSA Central Office 1800 F St., NW Room 3334

Registrar Refresher Training

- **Thursday, September 8, 2016, 2:30pm - 3:30pm**
- Location: https://meet.gsa.gov/r1njwttxf41/, 888-455-1864 passcode: 3611044

Registrar Classroom Training

- **September 21-22**
- Location: HPE, Chantilly
- Contact Jim Schoening for information

PIV-I Pilot On Hold

Over the past 6 months, the USAccess MSO has been assisting the General Services Administration's(GSA), Office of Governmentwide Policy (OGP) with the Authorization to Operate (ATO) renewal for the Entrust Managed Service Public Key Infrastructure

(PKI) service. The MSO is not the Authorizing Official or the ISSO for this ATO, but a customer of the service. The Entrust Shared Service supports the USAccess PIV Issuance and activation service. To date the ATO has been extended by 90 days, but not renewed, and the MSO continues to support OGP to analyze and assess the artifacts and operational details provided by Entrust about this service.

The USAccess PIV-I pilot also relies on Entrust as a Shared Service, via the Non Federal Issuer (NFI) Certificate authority.

OGP, FAS/ITS leadership and the MSO have recommended suspending the PIV-I pilot card issuance until such time as Entrust has demonstrated that it issues its certificates in a trustworthy way. The MSO's Development and testing activities will continue uninterrupted.

It is the MSO's highest priority to ensure that all potential security risks for the PIV-I pilot are carefully considered and mitigated where possible and given that the current targeted solution could tie our agency customers to an unaccredited certificate provider, additional steps must be taken re-evaluate the current path.

As a consequence of this, the MSO is developing a solution that will allow one or more different certified providers to be used for the PIV-I pilot. This alternative will build on the integration work already completed and provide a low-risk path forward for the period beyond the completion of the pilot. There would be, however an additional development cycle to implement it. The MSO will use this suspension time to pursue this alternative so that it can be used seamlessly.

We are sorry for any inconvenience, and we will continue to monitor this situation and will move forward with pilot PIV-I issuance as soon as we are satisfied it is safe to do so. Currently we expect to be able to continue actual issuance activities within 90 days.
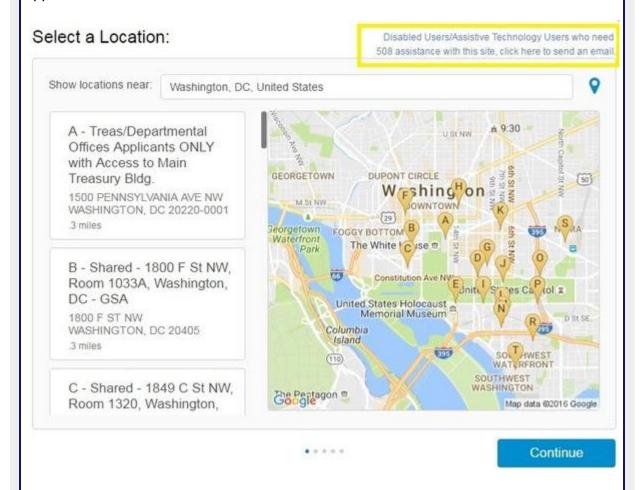
Release 9.10 Scheduled for August 27

Release 9.10 has been rescheduled to Saturday, August 27. This release applies several hotfixes to the CMS that are behind the scenes and do not have changes that are visible to users of the system.This release does, however, require that updated ActiveX controls be applied to Light Activation (LA), Light Credentialing Solution (LCS) and desktop rekey machines by the time Release 9.10 goes in to production. If systems aren't updated, then Activators will have issues with the card readers being detected and photos displaying properly.

The new ActiveX controls, along with a Jar file used on Light and Fixed Activation stations, are included in the Light Installers v4.0.3 that was released on June 13 and posted on the USAccess SFTP server. Agencies can download these files and use them to update their Light workstations. Please see the release notes for USAccess Light Installers v4.0.3 and USAccess Software Release 9.10 posted on the Agency Lead Portal for more information.

Scheduler 508 Accommodation

Text has been added to the GSA Online Scheduler System to accommodate Disabled Users and Assistive Technology Users who need 508 assistance. This language was inserted for disabled users and is not intended for general use. Clicking on the new text will initiate an email to the HSPD-12 Help Desk for assistance in creating an appointment.

Updated Acceptable Forms of ID Guide Published

An updated version of the Acceptable Forms of ID Guide has been published. This new version aims to provide more clarity to the identity proofing process by streamlining the document, highlighting key content, and providing specific examples of identity documents that USAccess does and does not accept. This should be a benefit to both Registrars and Applicants.

The updated guide can be found on the ALP, TRACKS, GoLearn, and the fedidcard home page. Registrars were informed of the new guide in August's Refresher Training.

The document can be found **here**.

Service Enhancements

Changes since last Blue Top

- Maintenance completed as scheduled on August 6.

Planned changes

- Routine maintenance is scheduled for August 12-14. This routine maintenance will also include a test of the disaster recovery plan to ensure the MSO can maintain continuity of operations should a disaster occur. This is an annual test and requires the system to be offline for a period of time. Please plan for the USAccess service and role holder portals to be unavailable from Friday evening through Sunday evening.
- Routine maintenance is scheduled for August 27. Please plan for the USAccess service and role holder portals to be unavailable for most of the day.

For any maintenance downtime periods, please schedule some buffer time to resume enrollment and activation appointments to account for any unanticipated delays in service.

Security Tip

Credential Inventory Tool (CIT) Credential Check-In

Issuing Organizations are required to maintain a Chain-of-Trust from the time Credentials are physically received, transferred to the credential holder, and throughout the lifecycle to Credential destruction.

Timely use of the CIT by Operators and Activators is required to ensure that the Chain-of-Trust is properly maintained throughout its lifecycle and that USAccess and your agency knows the status and location of a credential.

Timely use of the CIT is required for the following actions:

- Checking in newly received PIV credentials
- Creating credential pick-up addresses
- Creating special instructions for Applicants to follow for credential pickup.
- Sending Credential Ready for Pick-up email to Applicants.
- Perform auditing and reporting, and
- Marking returned Credentials as collected and deactivated
- Marking Credentials as destroyed

Key to maintaining the Chain-of-Trust is the physical security of all Credentials. As your agency's assigned role holders you are responsible for the physical security of Credentials until they are transferred to the holder or returned to the agency.

<u>This requires that all Credentials be stored securely by locking them in a safe or desk drawer until they are transferred to the card holder or destroyed.</u>

STAY CONNECTED: